Vodafone Mobile Connect

Quick Start Guide for Acer Notebooks

Important: You may need to contact Vodafone Support Hotline to activate your Vodafone 3G SIM before you can connect.

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Vodafone Mobile Connect Quick Start Guide for Acer Notebooks

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Record the model number, serial number, purchase date and place of purchase information in the space provided below. The serial number and model number are recorded on the label affixed to your computer. All correspondence concerning your unit should include the serial number, model number and purchase information.

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Disposal instructions iv
Welcome v
Attention v
Your Vodafone SIM card v
Important tips: vii
How to activate your Vodafone SIM 1
Vodafone Activation Hotline: 1
Vodafone Support Numbers: 2
How to enable or disable 3G/WLAN on your Acer computer 3
Enable 3G 3
Enable WLAN 3
How to use the Vodafone Mobile Connect software 4
Set up the Vodafone Mobile Connect software 4
Start the Vodafone Mobile Connect software 4
Software Overview 5
Open a Mobile Connection 6
Open a WLAN Connection 7
WLAN connect button 7
Find a Vodafone WLAN Hotspot 8
Find Hotspot button 8
Use SMS Text Messaging 9
SMS Inbox 9
New SMS 9
Managing SMS Contacts 10
New SMS Contact 10
Hints and Tips 11
Glossary 13

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Disposal instructions

Do not throw this electronic device into the trash when discarding. To minimize pollution and ensure utmost protection of the global environment, please recycle.

USA

For electronic products containing an LCD/CRT monitor or display:

Lamp(s) inside this product contain mercury and must be recycled or disposed of according to local, state or federal laws. For more information, contact the Electronic Industries Alliance at www.eiae.org. For lamp-specific disposal information, check www.lamprecycle.org.

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Welcome

Welcome to the world of mobile communications! Once you have activated the Vodafone Mobile Connect software you will be able to:

- Connect to the Vodafone network whilst on the move to browse the Internet or pick up E-mail.
- Find the address of the nearest WLAN location ("hotspot") and connect to it.
- Write and receive SMS text messages with your computer.
- Monitor your network usage and your connection time.

Attention

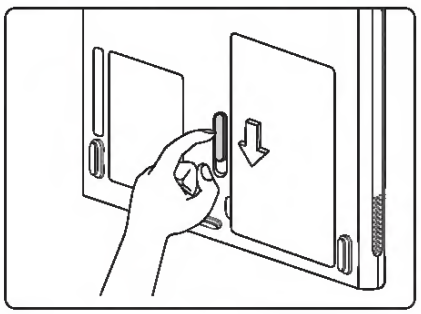
Please read and observe the manufacturer's precautions and safety information provided with your embedded data card.

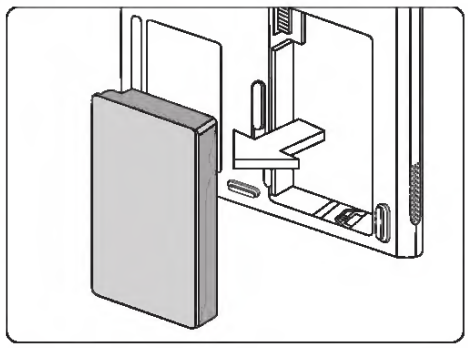
Your Vodafone SIM card

This computer will only accept a valid Vodafone SIM card. If you need to replace the Vodafone SIM card, please follow these steps:

1 Turn off the power and disconnect the AC adapter.

2 Remove the battery.





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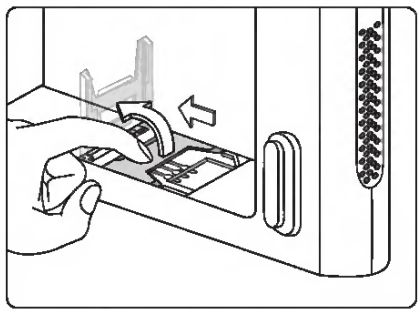
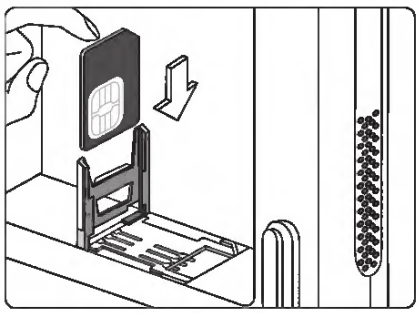
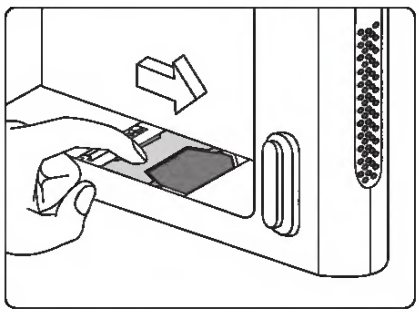
3 To access the SIM card slot, pull the metal slide to release the lock and then swing the card slot cover out to 90 degrees with your finger tip.



4 Put the new SIM card into the SIM card slot.



S Close the SIM card slot cover and pull the metal slide back up to lock the SIM card into place.



6 Insert battery and power on the computer.

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Important tips:

1 The Vodafone 3G SIM (Subscriber Identity Module) is already embedded in this Acer computer. The battery must be removed and the power disconnected before removal or installation of the Vodafone SIM.

2 The Vodafone 3G SIM must be activated in the country where the notebook was purchased. For example, if you bought your computer in Italy, you should contact the Vodafone Activation Hotline for Italy to activate the SIM.

3 For immediate assistance with activating your Vodafone 3G SIM and using the Vodafone Mobile Connect software, call the Vodafone Activation Hotline. **See "Vodafone Activation Hotline:" on page 1**, or in the software under the Support button on the main toolbar.

4 This computer will only work with a valid 3G SIM from Vodafone. It does not support 3G SIMs from any other mobile network operator.

5 Standard and roaming call charges apply.

6 Contact your Vodafone Support for any questions related to 3G services and charges **(See "Vodafone Support Numbers:" on page 2)**.

7 If you have access to the Internet, you may be able to resolve any questions more quickly by visiting the Vodafone Mobile Connect website, at ***www.business.vodafone.com***.

8 You may be asked to enter a default PIN number (Personal Identification Number) for your Vodafone 3G SIM. The default PIN number will be set to "0000". You may change the PIN by selecting the **Tools>Modify PIN Codes>Modify PIN Code menu entry** in the Vodafone Mobile Connect software.

9 Should you have any concerns related to your Acer computer hardware, please contact your local Acer reseller or visit the Acer website at ***http://global.acer.com/support/service.htm***.

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How to activate your Vodafone SIM

Your Acer computer includes a SIM that allows you to access the Vodafone network. The SIM must be activated before you can connect to the Internet. If your SIM was activated when you purchased your computer, simply double-click the Vodafone icon on the desktop to connect.

Vodafone Activation Hotline:

If your SIM was not activated when you purchased the computer, please contact the Vodafone Activation Hotline:

Country	Contact detail
UK	- Short 1205 (from Vodafone network) - Long 08700 700044 (from any other network)
Germany	For activation, please contact your reseller or the closest Vodafone shop.
France	811707076 (from any other network)
Italy	- Short 190 (from Vodafone network) - Long 800227755 (from any other network)
Spain	1443 (from Vodafone network)

Note: When you call the activation number you will need to quote two numbers - the "IMEI" and "ICCID"- which can be found on a sticker on the bottom of your computer.

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Vodafone Support Numbers:

Country	Contact detail
UK	www.vodafone.co.uk/mobileconnect - Short 120S (from Vodafone network) - Long 08700 70004S (from any other network)
Germany	www.vodafone.de/business/support_download/. - Short 1234 (from Vodafone network) - Long 0800/172 1234 (from any other network)
France	www.sfr.fr If you have any questions about how to use the SFR Connect or the Vodafone software, please contact your SFR customer service on 06 1000 1900, or call 900 from your SFR mobile. From Monday to Friday, between 8 AM and 7 PM. The normal rate to call a SFR mobile will apply.
Italy	www.190.it. - Short 190 (from Vodafone network)* - Long 800 2277SS (from any other network) * if you use a Vodafone mobile (contract or pay as you go), when the network is available.
Spain	empresas.vodafone.es - Short 123 (from Vodafone network) - Long +34 607 123 000 (from any other network)

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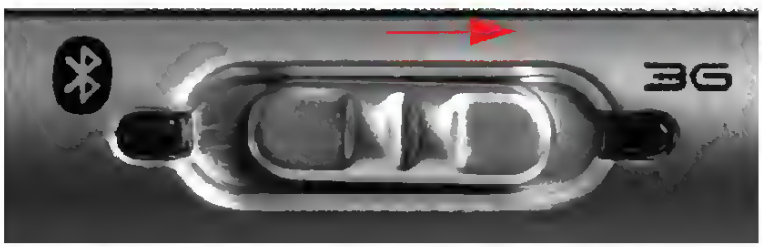
How to enable or disable 3G/WLAN on your Acer computer

Note: You must enable the 3G or WLAN before you can open a 3G or wireless connection.

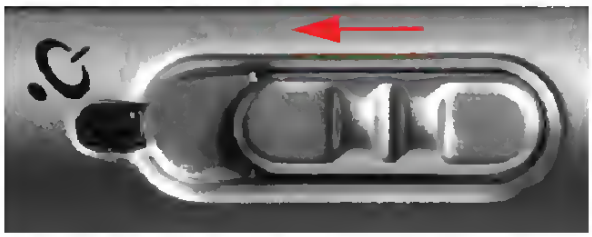
Enable 3G

Push the switch to the right. The green LED lights up when 3G is enabled. Repeat the same step to disable 3G, the LED will turn off.



Enable WLAN

Push the switch to the left. The orange LED lights up when WLAN is enabled. Repeat the same step to disable WLAN, the LED will turn off.



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How to use the Vodafone Mobile Connect software

Vodafone Mobile Connect allows you to connect to the Vodafone Network and includes tools that allow you to manage your usage, send and receive SMS messages from your computer and choose your network preferences.

The power, battery, Bluetooth and wireless communication status indicators are visible even when the computer's display is closed.

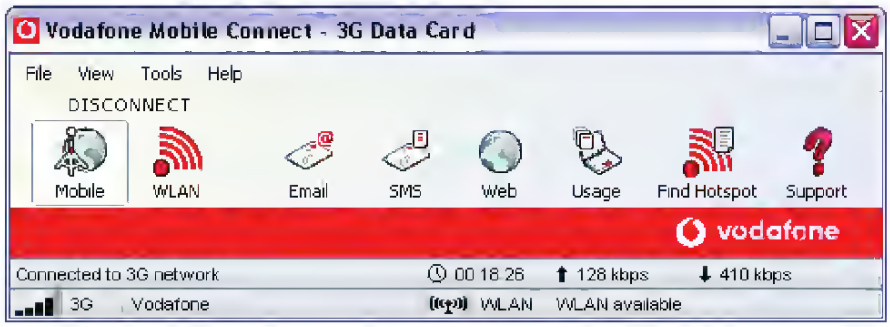
Set up the Vodafone Mobile Connect software

When you first use Vodafone Mobile Connect you will be asked to accept the End-User Licence Agreement (EULA). Select **"I accept the licence agreement"** and then click **"OK"**. The software will then set up the Vodafone Mobile Connect software to suit your Vodafone network.

Start the Vodafone Mobile Connect software

Double-click the **Vodafone Mobile Connect icon** on the desktop, or click on **Start> All Programs>Vodafone>Vodafone Mobile Connect** in the Windows Taskbar.

In the Vodafone Mobile Connect main window, click **"Mobile"** to connect.



For more information refer to the Help Topics.

To access the Help Topics click on **"Help"** in the Vodafone Mobile Connect main window and follow the instructions.

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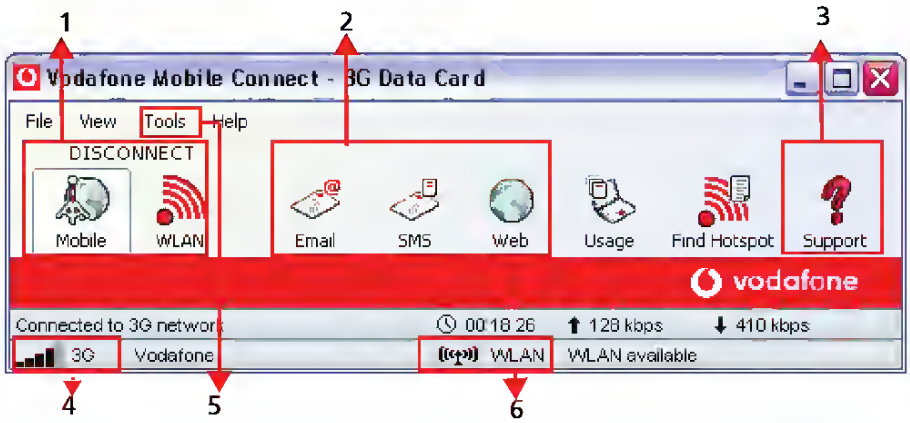
Software Overview

The Vodafone Mobile Connect software is designed to let you perform the most common actions by clicking on a single button.



1 **Connect/Disconnect**: Connect via the mobile phone network, or public Wireless Local Area Network (WLAN) "hotspots".

2 **Start programs**: Start programs that you use frequently.

3 **Get support**: Get additional support and information.

4 **Check mobile status**: Check status of your embedded data card and the mobile network.

5 **Adjust settings**: Additional software settings.

6 **Check WLAN* status**: Check availability and status of public WLAN hotspots.

* **Note:** WLAN is not supported by all mobile network operators.

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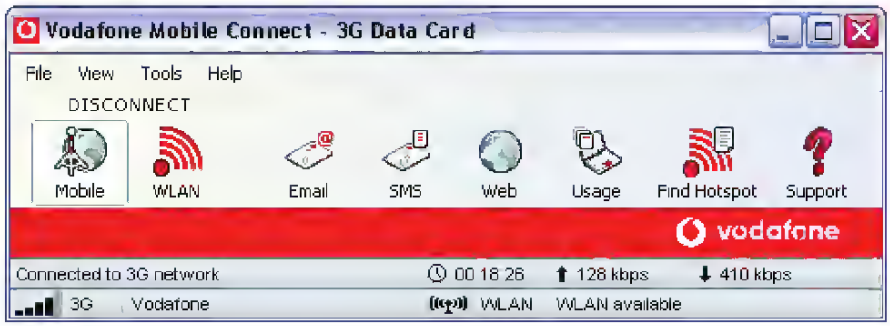
Open a Mobile Connection

To browse web pages or collect your email, you need to connect to the Internet. The Vodafone Mobile Connect software provides two connect buttons to open such a connection. When you have started the program, these are in the top left-hand corner of the program window, and are marked "Mobile" and "WLAN*".



Click the **"Mobile"** connect button to use the data card to open a connection to the Internet via the mobile phone network. When connected, the heading above the "Mobile" and "WLAN" buttons will change to "Disconnect". Clicking the same button again will then close the connection.

To open a mobile connection, you must be within coverage of a mobile network. As a rule, anywhere you can make a call on your mobile phone, you should be able to open a data connection with the Vodafone Mobile Connect software.

Tip:

You can check the quality of the mobile network signal by looking at the symbol in the bottom left-hand corner of the main program window. The more bars that are filled in, the better the signal quality.

Mobile signal strength

*** Note**: WLAN is not supported by all mobile network operators.

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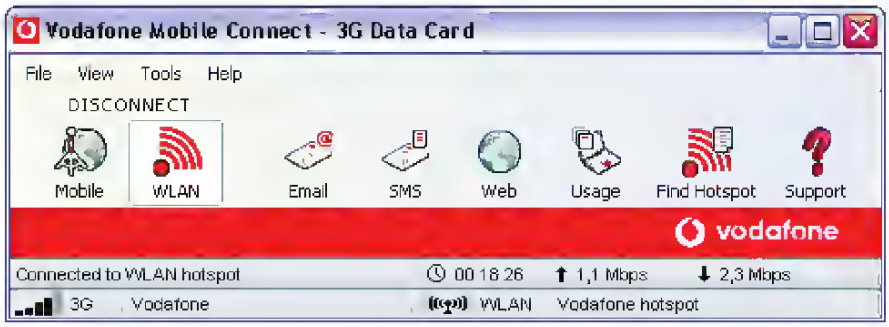
Open a WLAN Connection

Click the **"WLAN"** connect button to browse web pages or collect your email via a WLAN* (Wireless Local Area Network) hotspot. The WLAN connect button is in the top left-hand corner of the program window, right next to the "Mobile" connect button.

You may sometimes be asked to enter a number to which an SMS text message can be sent. This SMS will contain the password for the hotspot.

WLAN connect button



WLANs join computers together using radio signals instead of wires. As well as being used in homes and offices, WLANs are increasingly being set up in public places like hotels and airports, so that people with laptop or notebook computers can connect to the Internet via the WLAN. Such public WLANs are known as "hotspots" and normally charge a fee for Internet access.

The Vodafone Mobile Connect software makes it easy to connect to any WLAN hotspot run by or for Vodafone or one of its partners. Also, any fee payable can usually be billed to your normal mobile phone account. This saves entering credit card details, buying WLAN coupons in advance or registering for a separate WLAN service.

Tip:

You can check how good the WLAN hotspot signal is by looking at the symbol in the middle at the bottom of the main program window. This shows WLAN signal strength: the more bars that are filled in, the better the signal quality.

WLAN signal strength

* **Note:** WLAN is not supported by all mobile network operators.

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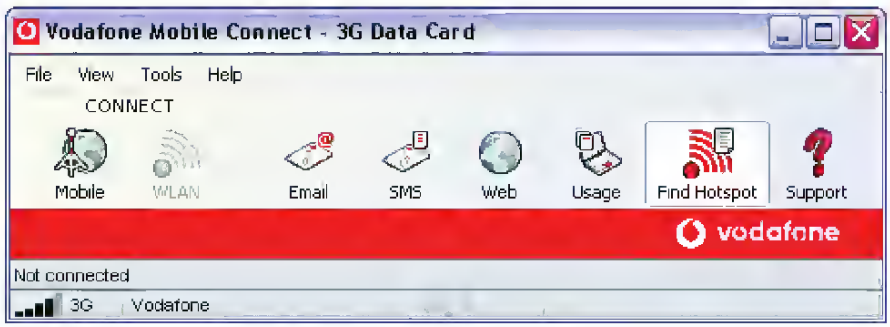
Find a Vodafone WLAN Hotspot

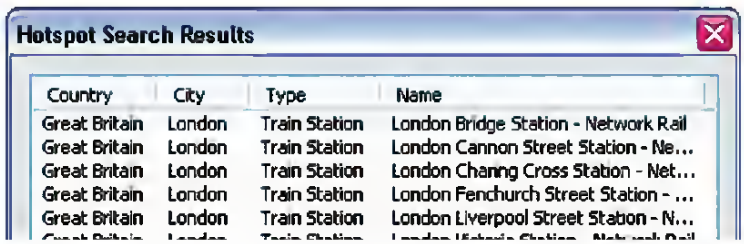
Not all Wireless Local Area Networks (WLANs) are public, and even when they are, they only offer small coverage areas, known as "hotspots". So, if you want to use WLAN, you will have to find a hotspot first.

The Vodafone Mobile Connect software contains a database of all the WLAN hotspots run by or for your mobile network operator*. Use this software to find the hotspots and then get connected. In most cases, you can pay for the WLAN service in these hotspots via your normal mobile phone account.

Find Hotspot button



To find the address of a hotspot, click on the button labelled **"Find Hotspot"**, at the top of the Vodafone Mobile Connect software window. You will see a window which contains various criteria that you can use to narrow down your search.



You can see further details about a particular hotspot, e.g. the full address, by selecting the hotspot in the Search Results window and clicking on the **"Details"** button.

Tip:

The Vodafone Mobile Connect software will notify you when you are in a WLAN hotspot.

*** Note:** WLAN is not supported by all mobile network operators.

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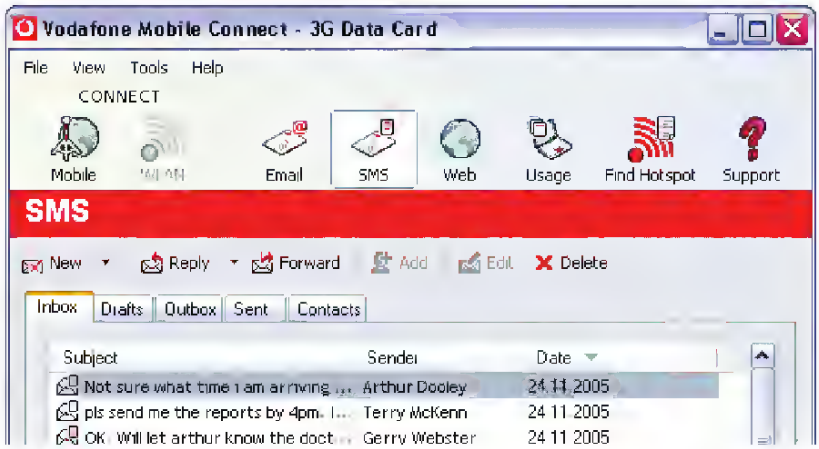
Use SMS Text Messaging

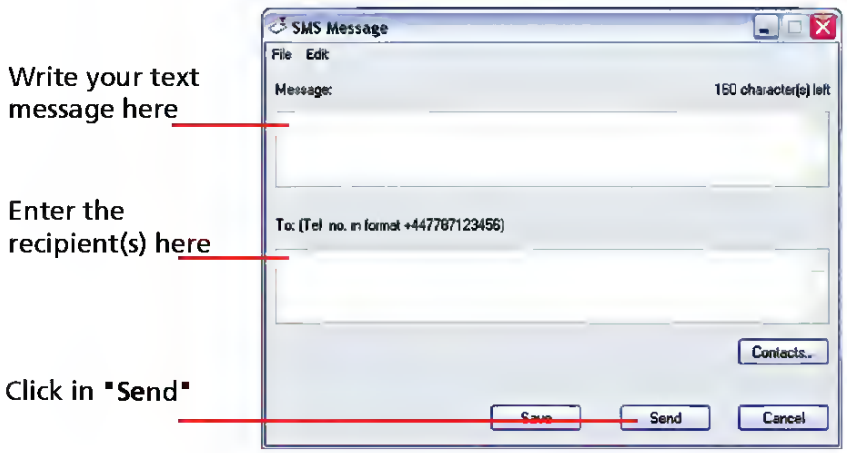
With the Vodafone Mobile Connect software, you can send and receive SMS (Short Message Service) text messages straight from your computer. The program provides an easy way to view messages you have received, create new messages, and manage contact details for frequently-used SMS numbers.

SMS Inbox



When you click on the SMS button, you will see a row of symbols just below the top red band: this is the SMS toolbar. Click **"New"** at the left-hand end of the toolbar to create a new SMS text message. After your SMS has been sent, it will be stored in the "Sent" list.

New SMS



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Tip:

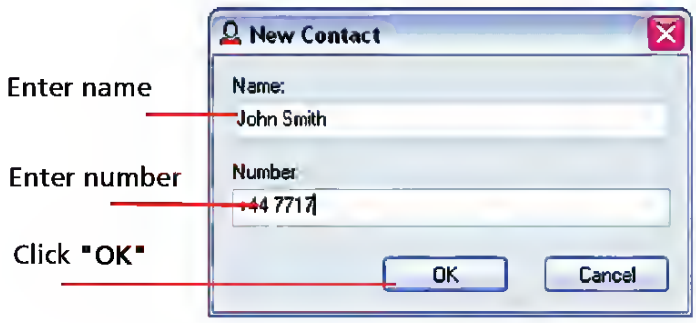
Just as you do not need to make a call to send an SMS from a phone, you do not need to open a connection to send an SMS with the Vodafone Mobile Connect software.

Managing SMS Contacts

Just below the SMS toolbar is a row of tabs. Click **"Contacts"** to view the Contacts list.

New SMS Contact

Clicking the **"New"** button on the SMS toolbar will open a new contact window.



Tip:

Enter your contact numbers in international format, e.g. +44 (0)7774477000

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Hints and Tips

If no device can be found

If the Vodafone Mobile Connect software does not recognise or is unable to find your embedded data card, follow the steps below:

- Select **"Tools>Mobile Profiles>Restore"** and restore the Profile.
- Select **"Tools>Mobile Profiles>New"** and create a new Profile for your data card.
- Remove or shut down other devices that may be attached, e.g. Bluetooth devices.
- Re-start the Vodafone Mobile Connect software.
- Re-start your computer.

If no network can be found

- Change your physical location. If you are in a building, move closer to a window, higher up or go outside
- Select **"Tools>Select Network>Automatically"**, or **"Manually..."** if Automatically was already selected
- Contact Vodafone Support, and make sure that data services and roaming are enabled on your account.

If no connection can be opened

- Wait a few minutes and try to connect again. This is most often a temporary problem, especially when announced as an "Error 31" or "Error 619".
- Re-start the Vodafone Mobile Connect software.
- Re-start your computer.
- Use a different network service. E.g. if you cannot connect using "3G Preferred", select **"Tools>Mobile Profiles>New"** and select the **"GPRS Only"** service from the Services drop-down menu. Remember to go back to your normal Profile when you move locations.
- If you are using a VPN (Virtual Private Network), contact your company IT administrator.
- Contact Vodafone Support.

Usage indication

The usage window only displays an indication of your data usage. Please refer to your invoice for the actual amount of data transferred.

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If you have problems when roaming

- Select **"Tools>Select Network>Manually..."** and try connecting to a different network, even if it is labelled **"Not allowed"**. This will update the network information.
- Switch between **"Tools>Select Network>Automatically"** and **"Tools>Select Network>Manually..."**
- Contact Vodafone Support, and check roaming is enabled for your account.
- When roaming, try to stay on a Vodafone or partner network. A "welcome SMS" is usually sent to remind you of this. Check which Vodafone network or partner is being used by looking at the Status Bar at the bottom of the main program window.

A single-service Profile may improve connection stability

At the limit of some network coverage areas, a single-service "GPRS Only" or "3G Only" Profile may give better results. To set up a single-service Profile, click **"Tools>Mobile Profiles>New"**. Remember to go back to your normal Profile when you change locations.

Shut down your computer's embedded data card when not in use

This will help to conserve the battery power of your computer.

Check software update preferences

When connecting with the Vodafone Mobile Connect software it is a good idea to set both Windows® and other programs to notify you of software updates instead of downloading them automatically. If updates are downloaded automatically, they may slow down your mobile or WLAN connection, or exceed your data usage limit.

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Glossary

Item	Description
Embedded data card	Integrated component of laptop or notebook computers that is used to open a data connection over the mobile phone network.
Dual-band Tri-band Quad-band	Refers to the frequency bands supported by the data card for GPRS and SMS (Short Message Service) in different world regions; UMTS has a single band worldwide. Usually, dual-band refers to the two bands used in most European networks (900 MHz/1800 MHz); tri-band adds support for networks in North America (1900 MHz); while quad-band adds further support for networks operating in the 850 MHz band (principally Latin America).
EDGE	An enhancement to GPRS networks offering higher speeds, although not as fast as those provided by 3G/ UMTS.
EV-DO	A high-speed mobile data standard. Used mostly in the USA, it is currently not part of the standard Vodafone Mobile Connect software. However, frequent travellers to the USA should contact their mobile network operator about solutions using special Vodafone Mobile Connect data cards and software.
GPRS	General Packet Radio System is a standard for transmitting data over mobile telecommunications (GSM) networks. It generally provides wide coverage and moderate data speeds.
GSM	Global System for Mobile communications is a widely-used standard for mobile telecommunications. According to the GSM Association, GSM technology is supported by over 680 operators in 210 countries and territories.
3G/UMTS	Often referred to as the 3rd generation of GSM technologies, UMTS (Universal Mobile Telecommunications System) provides higher data speeds. Networks offering 3G/UMTS services were generally launched in 2003/04 and coverage is increasing steadily.
HSCSD/CSD	High-Speed Circuit Switched Data or Circuit Switched Data are alternative standards for making data connections over a mobile network.
HSDPA	High-Speed Downlink Packet Access is an evolution of 3G/ UMTS to provide faster data speeds. Like many fixed-line "broadband" services, it is asymmetric, providing a faster download speed than upload speed

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Item	Description
Roaming	Connecting via networks other than your own operator's network. This typically occurs when you are abroad, but is also possible at home.
SIM	Subscriber Identity Module is the small, postage-stamp-sized chip that you received together with your mobile subscriber contract. The SIM has gold contacts on one side.
SIM Activation	In order to open a connection, the Vodafone 3G SIM (Subscriber Identity Module) in your data card must be activated. Call the **"Vodafone Activation Hotline:" on page 1** to activate your Vodafone 3G SIM. This registers your SIM with Vodafone, and sets up a Vodafone data account for you.
Wi-Fi	A different name for WLAN.
WLAN	A standard for the wireless connection of computers in a Local Area Network. WLAN itself is quite fast, but the true speed of your connection will depend on a WLAN's connection to the Internet. Most recent laptop or notebook computers have built-in WLAN. Originally designed for office and home use, WLAN is increasingly found in public locations, often called WLAN "hotspots".

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